MONTIGO

Installation Operation & Maintenance

C38-BV

Gas Fireplace

Warning:

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to this manual. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

For Your Safety:

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

- *Check local codes and read all instructions prior to installation.*
- *Leave this manual with the owner.*

What To Do If You Smell Gas:

- *Do not try to light any appliance.*
- *Do not touch any electrical switch; do not use any phone in your building.*
- *Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.*
- *If you cannot reach your gas supplier, call the fire department.*

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Introduction

Thank You for choosing a Montigo C-Series Fireplace.

About the C38 Fireplace:

The **C38-BV** includes a 23,000 BTU dual burner with embers and a five piece ceramic logset. This model is available in four versions.

- Top Vent (Product Code C38**B**)
- Intermittent Pilot - Top Vent (Product Code C38**B-I**)

The C38-BV is rated for Natural Gas at 23,000 BTU/H (7.33 Kilowatts) Input or Propane at 23,000 BTU/H (7.33 Kilowatts) Input.

How to use this manual:

This manual covers installation, operation and maintenance. Lighting, operation and care of this fireplace can be easily performed by the homeowner. However, all installation and service work should be performed by a qualified or licensed installer, plumber, or gasfitter who is qualified or licensed by the state, province, region, or governing body in which the appliance is being installed.

This manual covers all models and unless otherwise specified, the designation C38-BV refers to all models. Sections which are specific to a particular model are marked with a [redacted] symbol,

plus the appropriate model number.

Warranty and Installation Information:

The Montigo warranty will be voided by, and Montigo disclaims any responsibility for, the following actions:

- Modification of the fireplace and/or components including Direct-Vent assembly or glass doors.
- Use of any component part not manufactured or approved by Montigo in combination with this Montigo fireplace system.
- Installation other than as instructed in this manual.

Consult your local Gas Inspection Branch on installation requirements for factory-built gas fireplaces. Installation & repairs should be done by a qualified contractor.

Installations in Canada must conform to the current **CAN/CGA B-149.1** and **.2** Gas Installation Code and local regulations.

Installations in the USA must conform to local codes, or in the absense of local codes to the National Fuel Gas Code, **ANSI Z223.1-**

CAUTIONS

Due to its high operating temperatures, the appliance should be located out of traffic & away from furniture and draperies.

- Children and adults should be alerted to the hazards of the high surface temperature, which could cause burns or clothing ignition.
- Young children should be carefully supervised when they are in the same room as the appliance.
- Clothing or other flammable materials should not be placed on or near the appliance.

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Installation

Installing The Fireplace Shell

The fireplace may be installed in any location that maintains clearances to air conditioning ducts, electrical wiring and plumbing. Safety, as well as efficiency of operation, must be considered when selecting the fireplace location. Try to select a location that does not interfere with room traffic, has adequate ventilation, and offers an accessible pathway for Direct Vent installation. Refer to page 4 - *B-Vent Installation* for more information.

The fireplace dimensions are shown below:

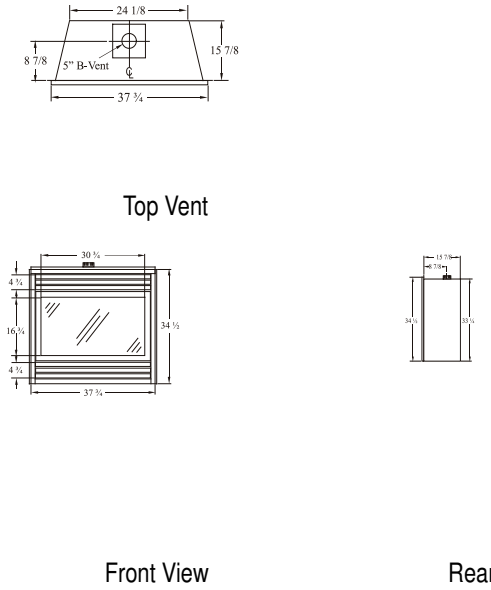


Figure 1. *Fireplace dimensions.*

Clearances

These clearances apply to all dimensions *except the framed opening*, where the clearance to combustibles is **0"**. The **C38-BV** clearances to combustible materials are:

Top	15"
Back	0"
Side	0"
Floor	0"
Mantle*	6"
B-Vent (up to 7 1/2 ft)	2"**

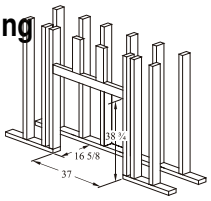
* Refer to page 5.

** Above 7 1/2 feet, use clearances specified by the B-vent manufacturer.

Unprotected combustible walls which are perpendicular to the fireplace opening, must not project beyond the shaded area shown in Figure 6b.

For protection against freezing temperatures, it is recommended that outer walls of the chase be insulated with a vapour barrier. This will

Framing



* When sheetrock is not used behind the fireplace, framing depth may be reduced to 15 3/4"

Figure 2. *Framing dimensions.*

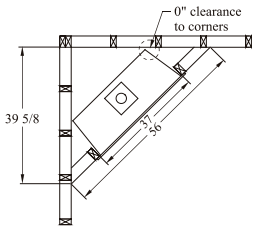


Figure 3. *Corner framing dimensions.*

Installing a Shelf Over the Fireplace

When installing a shelf over the top of the fireplace, the minimum allowable clearance from the top of the fireplace to a shelf is 15".(*Proper clearance must be maintained around the vent pipes, as specified in the clearances section.*)

WARNING:

When this appliance is installed directly on carpeting, tile or any combustible material other than wood flooring, it must be installed on a metal or wood panel extending the full width and depth of the appliance.

Installation

Installing The Gas Line

The gas line must be installed before finishing the C38-BV Fireplace. **Natural Gas** requires a minimum inlet gas supply pressure of 5.5" W.C. & a manifold pressure of 3.5" W.C. **Propane Gas** requires a minimum inlet gas supply pressure of 11" W.C. & a manifold pressure of 10" W.C. Provision must also be made for a 1/8" N.P.T. plugged tapping and be accessible for test gauge connection immediately upstream of the gas supply controls to the appliance. The fireplace gas connection and the main operating gas valve is located behind the removable brass trim at the bottom of the unit and need only be attached to the gas line with an approved fitting, as required by the **applicable installation codes**.

• Only use gas shut-off valves approved for use by the state, province, region, or governing body, in which the appliance is being installed, or as required by the applicable installation codes.

• Flexible gas connectors must not exceed 3 feet in length, unless it is allowable within applicable installation codes.

The appliance and its individual shutoff valve must be disconnected

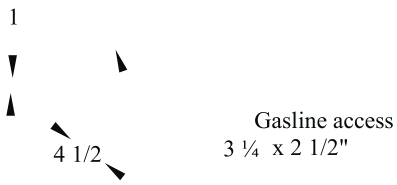


Figure 5. *Gas line access.*

from the gas supply piping system during any pressure testing of that system at test pressures in excess of 1/2 psig (3.5 kPa).

The appliance must be isolated from the gas supply piping system by closing its individual manual shutoff valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psig (3.5 kPa).

Note: After gas line is connected, **each *appliance connection, valve and valve train*** must be checked while under normal operating pressure with either a liquid solution, or leak detection device, to locate any source of leak. Tighten any areas where bubbling appears or leak is detected until bubbling stops completely or leak is no longer detected. **DO NOT use a flame of any kind to test for leaks.**

B-Vent Installation

The **C38-BV** is certified for use with standard ***5" B-Vent*** and requires no B-Vent appliance connector. Simply attach the B-Vent to the fireplace flue collar, and secure it using 1/4" sheet metal screws.

Refer to the current **CAN/CGA B-149.1** and **.2** or **ANSI Z223.1-1988 Gas Installation Code** for specific vent sizing.

Note: If more than 12 feet of B-vent is used on the vent runs, use ceiling supports**.**

CAUTION:

- Test your B-Vent installation after completion to ensure that no combustible by-products are spilling from the fireplace opening. This draft test should be performed after a three(3) minute warm up period. The manufacturer will not be responsible for any installations with inadequate draw.

Installing The Remote Switch

The **C38-BV**'s gas valve, located behind the lower brass trim, may be connected to a wall switch. The valve generates its own power on **a millivolt circuit. Use only low voltage wire, and DO NOT** connect any external power to it.

Refer to Figure 12 for wiring requirements.

Note: The switch location must not exceed 30' from the fireplace.

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Installation

Finishing Around the Fireplace

Combustible mantels and mouldings may be safely installed over the top and on the front of the fireplace provided that they do not project beyond shaded area shown in **Figure 6a**. Side wall clearances are 3". Combustible surrounds may be installed with 3" clearance to the side of the fireplace as shown in **Figure 6b**.

Fireplace Facing

When selecting the finish material for your fireplace, it is important to remember the following: **TRIMS MUST NOT BE OBSTRUCTED IN ANY WAY - to do so restricts the air supply for the control compartments and heat exchanger it also prevents access for servicing controls.**

The face of the fireplace may be painted to match the room decor, provided you use a heat-resistant paint. Decorative facing must not extend past the fireplace opening at all, because it will interfere with the access to retainers for removal of glass door.

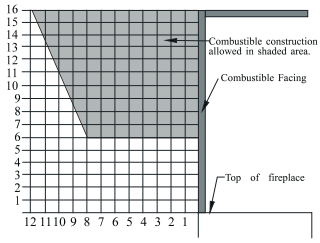


Figure 6a. *Combustible mantles and facings.*

Mantels & Surrounds

NOTE: National Canadian Gas Association mantel test requirements are for fire hazard prevention to combustible materials.

New technology, to meet consumer and government demands for the wise use of energy, has prompted us to manufacture many models of fireplaces which are hot, fuel and energy efficient.

Please be aware; temperatures over the mantel will rise above normal room temperature and walls above fireplace may be hot to touch.

We recommend careful consideration be given to the effects of elevated mantel temperatures which may be in excess of product design, for example: candles, plastic or pictures. This can cause melting, deformation, discoloration or premature failure of T.V. and radio components.

Painting:

Special care is recommended by the Master Painters and Decorators Association, when painting the fireplace surrounds, to select and apply a quality ***Alkyd sealer*** prior to the applying of latex paints. This is to prevent leaching of water from evaporation and causing a brownish staining effect to paint over coats.

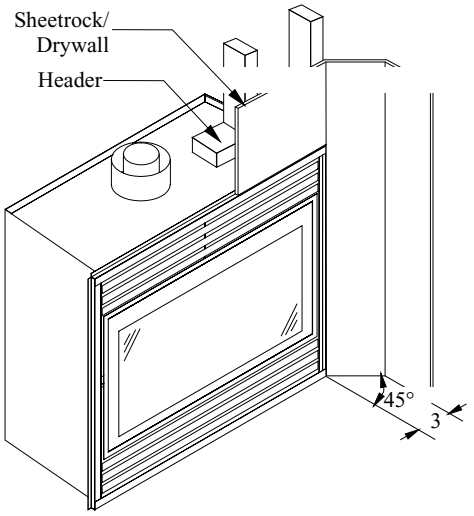


Figure 6b. *Combustible surrounds.*

Installation

Wiring

Gas Control and Pilot Wiring *C38-BV-I*

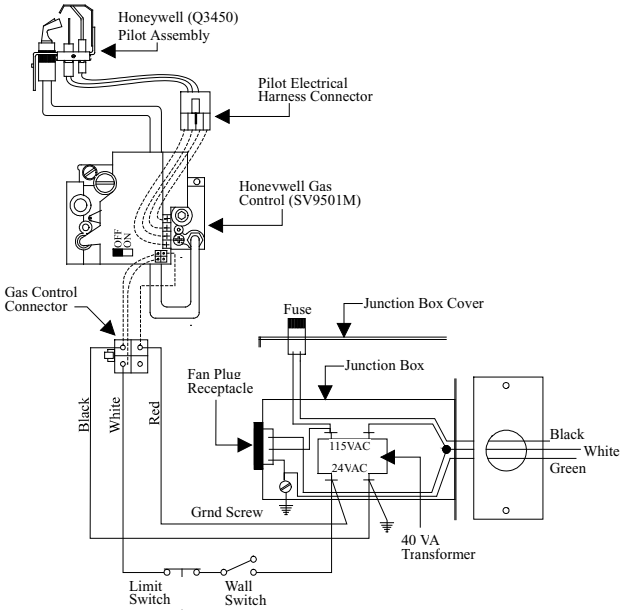


Figure 8. *Wiring for the C38-BV-I with Honeywell gas control and pilot.*

Removing and Installing the Door

Removing the Door:

Remove the trim (as described on the next page) to access the door latches. Open the latches by pulling Part A upwards and towards you to disengage Part B from the door. Lift Part B clear of the door. Repeat for all three latches. Be sure to hold the door carefully so it does not fall. *(See figure 9a.)*

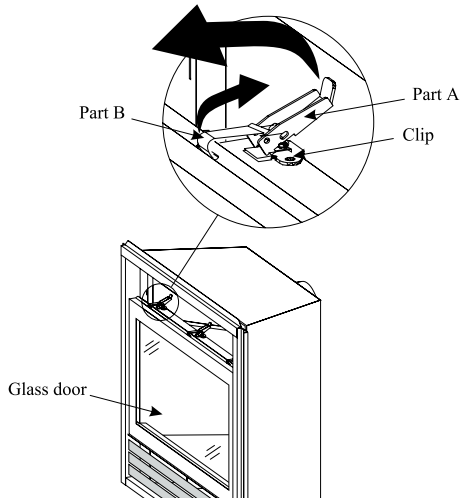


Figure 9a. *Operating the door latches.*

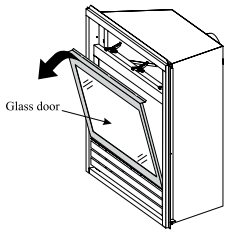


Figure 9b. *Removing the door.*

Once the three latches are unhinged, tilt the top of the door forward and lift it out of the slots. *See figures 9b and 9c.*

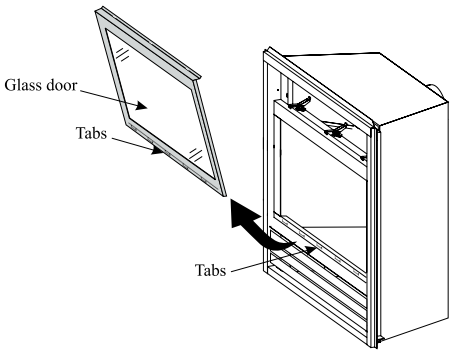


Figure 9c. *Removing the door.*

Re-installing the door:

To re-install the door, tilt the top edge towards you and line up the tabs of the bottom of the door with the slots on the fireplace. Place the tabs into the slots, and tilt the top of the door back towards the fireplace as far as it will go. Close the latches by hooking Part B onto the groove at the top of the door and pushing Part A down completely.

Installation

Installing the Log Set

Installing the Logs:

The **C38-BV** is supplied with five ceramic fibre logs. Unpack the logs and handle them very carefully.

1. Remove the door cover and the glass door.
2. Place the Back log onto the back log rest as shown below in figure 10a. The log has lip on the bottom which fits into the slot on the log rest.
3. Place the Front log onto the front log rest as shown in figure 10a. Center the log from side to side, and push it against the back of

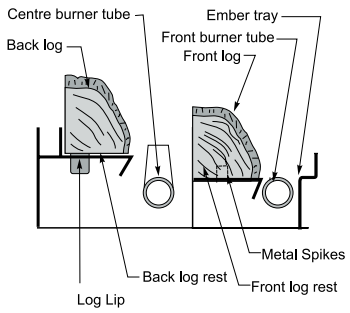


Figure 10a. *Positioning for the front and back logs.*

4. Place the top logs in position as shown in figure 10b, place the centre log down first, then the right and left logs.
5. Start the fireplace. If the flame appears satisfactory, replace the glass door and door cover.

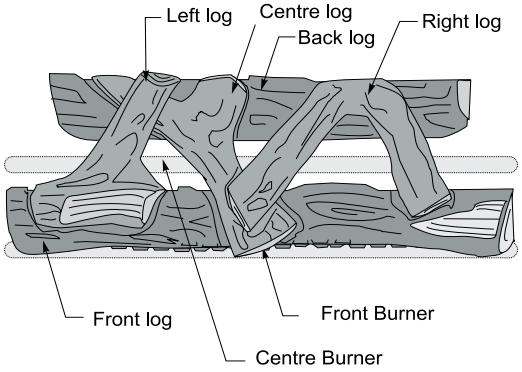


Figure 10b. *Proper log placement.*

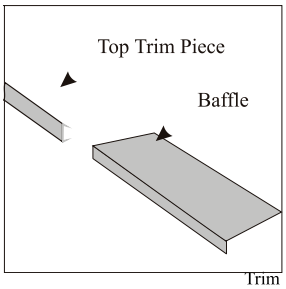
NOTES:

- If logs are not placed properly, excessive sooting will result.
- The surface of the logs will crack due to the heat from the flames. This is a normal occurance.

Installing the Trim & Baffle

The fireplace is shipped with 6 horizontal trim pieces (3 upper and 3 lower), which must be field-installed.

Install the trim by placing the top edge of the trim over to the retainer clips on either side of the fireplace. Push the bottom edge firmly inwards and the trim will snap on. *(See figure 11)* Remember to slide the baffle into the top trim piece . *(See Inset)*
Note: Baffle should rest on top of the tabs.



Inset. *Slide in baffle before installing top trim.*

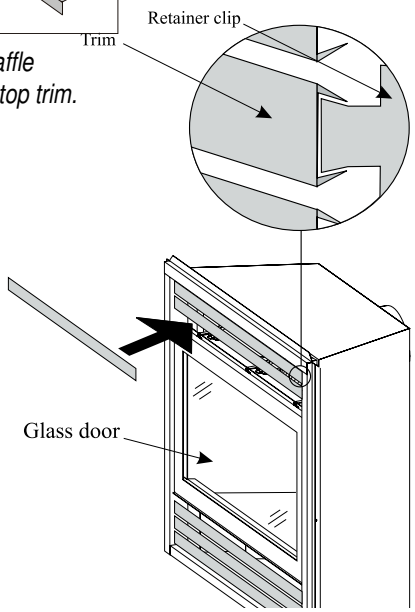


Figure 11. *Installing the horizontal trim pieces.*

C38-BV Operation - Model C38-BV

with Continuous Pilot

For Your Safety - READ BEFORE LIGHTING:

WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

A. This appliance has a pilot which must be lighted by hand. When lighting the pilot, follow these instructions exactly.

B. BEFORE LIGHTING smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

What To Do If You Smell Gas:

- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the Fire Department.

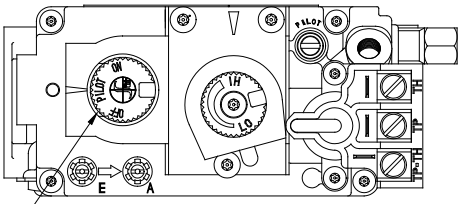
C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician. Force or attempt to repair may result in a fire or explosion.

D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system, and any gas control which has been under water.

Lighting Instructions:

1. **STOP!** Read the safety information above on this label.
2. Flip down the lower trims.
3. Push in gas control knob and turn clockwise to "OFF."
4. Wait five (5) minutes to clear out any gas. Smell for gas, including near the floor. If you then smell gas, **STOP!** Follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
5. Locate pilot burner *(See illustration at right.)* and follow steps below.
6. Turn knob on gas control counterclockwise to "PILOT."
7. Push in gas control knob completely and hold. Light with Piezo Igniter button. Continue to hold the control knob in for about (1) minute after the pilot is lit. Release the knob and it will pop back up. Pilot should remain lit. If it goes out repeat steps 3 through 8.
   - If knob does not pop up when released. Stop and immediately call your service technician or gas supplier.
   - If the pilot will not stay lit after several tries, turn the gas control knob to "OFF" and call your service technician or gas supplier.

8. Push in gas control knob and turn counterclockwise to "ON."
9. Flip up the lower trim.
10. Turn on remote switch to ignite fire.



Gas Control Knob
(Shown in "Pilot" postion.)

NOTE: Knob cannot be turned from "PILOT" to "OFF" unless knob is pushed in slightly. Do not force.

To Turn Off Gas To Appliance:

1. Turn off remote switch.
2. Flip down the lower trim.
3. Push in gas control knob slightly and turn clockwise to "Off". Do not force.
4. Flip up the lower trim.

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C38-BV-I Operation - Model C38-BV-I

with Honeywell Electronic Ignition

For Your Safety - READ BEFORE LIGHTING:

WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

A. This appliance is equipped with an ignition system that lights the pilot burner automatically. **Do not attempt to light the pilot by hand.**

B. **BEFORE LIGHTING** smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.

What To Do If You Smell Gas:

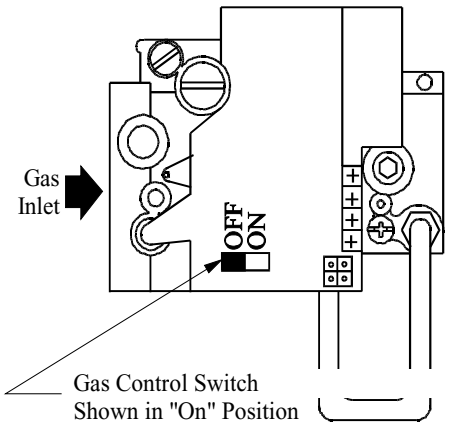
- Do not try to light any appliance.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately call your gas supplier from a neighbour's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the Fire Department.

C. Use only your hand to push in or turn the gas control knob. Never use tools. If the knob will not push in or turn by hand, don't try to repair it, call a qualified service technician. Force or attempt to repair may result in a fire or explosion.

D. Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system, and any gas control which has been under water.

Lighting Instructions:

1. **STOP!** Read the safety information above on this label.
2. Flip down the lower trims.
3. Turn switch on the gas control to OFF".
4. Wait 5 minutes to clear out any gas. If you smell gas, **STOP!** Follow "B" in the safety information above on this label. If you don't smell gas, go to the next step.
5. Turn switch on the gas control to "ON". **NOTE:** This unit is equipped with an ignition system that lights the pilot burner automatically. **Do not attempt to light the pilot by hand.**
6. Turn on wall switch.
7. Flip up the lower trim.
8. If the fireplace does not operate, follow the instructions "To Turn Off Gas To Appliance" and call your service technician or gas supplier.



To Turn Off Gas To Appliance:

1. Turn off remote switch.
2. Flip down the lower trim.
3. Turn the switch on the gas control to "Off".
4. Flip up the trim.

Operation

Lighting Instructions

See pages 8 and 9.

Burner Adjustment

The C38-BV is equipped with an adjustable burner, allowing you to raise or lower the flames. To adjust the flames, locate the black knob marked 'Hi-Lo', in the centre of the gas control valve (See Figure 11). The front burners are not adjustable.

- To raise the flame height, turn the black knob (located behind the lower trim) **counterclockwise**.
- To lower the flame height, turn **clockwise**.

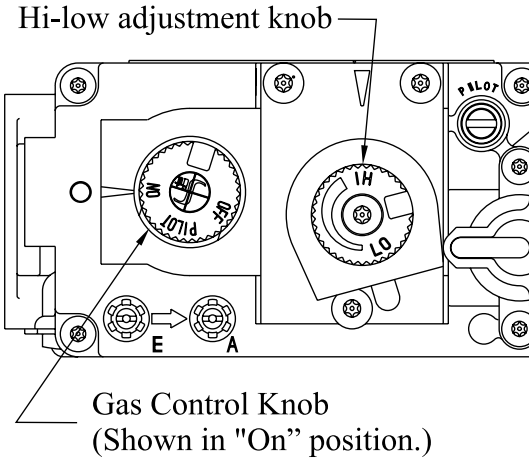


Figure 11. *'Hi-Lo' Adjustment on the C38-BV's gas valve.*

Note: *C38-BV-I models (electronic ignition) do not feature hi/lo adjustment.*

Maintenance

CAUTIONS

- Fireplace gas control must be in the "OFF" position and pilot and main burners extinguished when cleaning appliance with a vacuum.
- Doors and logs can get very hot. Handle only when cool.

General

- Have the fireplace installation inspected yearly, including a visual check of the vent system, the burner and the pilot flame. For your convenience a 1/8" manifold pressure tap is supplied on the gas valve for a test gauge connection. See Figure 12.
- For **Natural Gas** this appliance requires a minimum inlet pressure of 5.5" W.C. and a manifold pressure of 3.5" W.C.
- For **Propane Gas** this appliance requires a minimum inlet pressure of 11" W.C. and a manifold pressure of 10" W.C.
- Always keep the fireplace area clear and free of combustible materials, as well as gasoline and other flammable vapours and liquids.
- Do not use this appliance if *any part has been under water*. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system and any gas control which has been under water.

Cleaning

When the fireplace is first activated, there may be some smoking and a visible film may be left on the glass. This is a normal condition, and is the result of burning of protective coatings on new metal.

- Glass must be cleaned periodically to remove any film (which is a normal biproduct of combustion) which may be visible. Film can easily be removed by removing the door, as shown on page 6-7. Handle the door carefully, and clean it with non-abrasive glass cleaners. One of the most effective products is Kel Kem.
- Silicone seals on inner door during initial firing will "off gas", leaving a visual deposit of a white substance on combustion chamber walls. This can easily be removed using normal household products.
- Use a vacuum cleaner or whisk broom to keep the control compartment, burner, and firebox free from dust and lint.
- Logs may be cleaned periodically with a vacuum to remove soot

WARNING:

Do not attempt to clean glass when hot.

Do not clean glass with abrasive materials as any glass etching may cause premature glass failure.

Part No. XG0314

Maintenance

Gas Control Valve

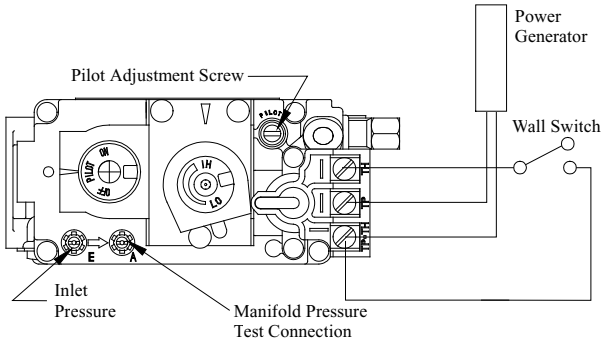


Figure 12 ***Sit Nova 820*** *gas valve.*

Pilot Burner Adjustment

1. Locate Pilot Adjustment Screw. *(See figure 12.)*
2. Adjust pilot screw to provide properly sized flame as shown in *figure 13).*
3. After installing or servicing, leak test with a soap solution with main burner on. Coat pipe and tubing joints, gasket etc. with soap solution. Bubbles indicate leaks. Tighten any areas where the bubbles appear until the bubbling stops completely.

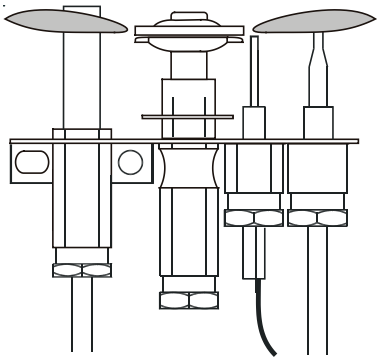


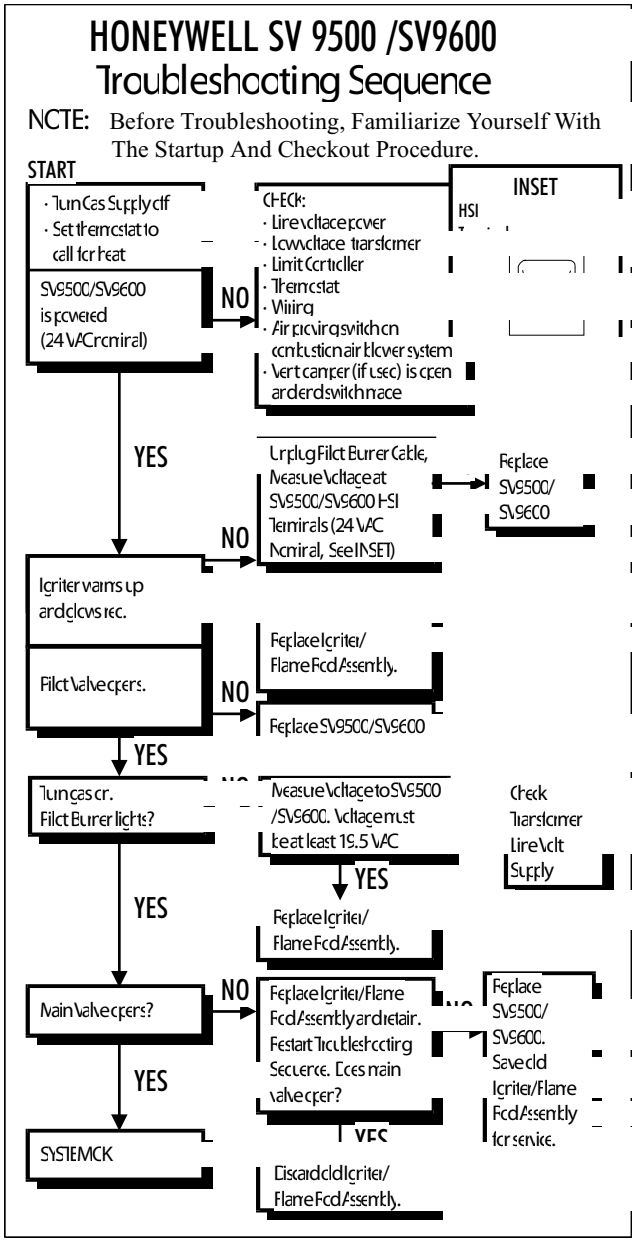
Figure 13. *Pilot Burner*

Troubleshooting C38-BV

The following is a troubleshooting chart of possible problems:

PROBLEM	CORRECTIVE ACTION
Noisy Pilot Flame	Locate pilot adjustement screw on gas control valve. Flame is decreased by turning adjustment screw clockwise.
Pilot won't ignite	Disconnect remote wires and try to light pilot. If pilot now works, remote connections are faulty. Check wiring diagram *figure 12*.
Main burner will not light	1. Check wiring (*see figure 12*). 2. Check wall switch for proper connection.

Troubleshooting C38-BV-I


HONEYWELL SV 9500 /SV9600
Troubleshooting Sequence
NCTE: Before Troubleshooting, Familiarize Yourself With The Startup And Checkout Procedure.
START
· Turn Gas Supply off
· Set thermostat to call for heat
SV9500/SV9600 is powered (24 VAC nominal)
NO
CHECK:
· Line voltage power
· Low voltage transformer
· Limit Controller
· Thermostat
· Wiring
· Air proving switch on combustion air blower system
· Vent damper (if used) is open or damper switch made
INSET
HSI
YES
Unplug Pilot Burner Cable, Measure voltage at SV9500/SV9600 HSI Terminals (24 VAC Nominal, See INSET)
NO
Replace SV9500/ SV9600
Igniter warms up and glows red.
Pilot Valve opens.
NO
Replace Igniter/ Flame Rod Assembly.
Replace SV9500/SV9600
YES
Turn gas on. Pilot Burner lights?
Measure voltage to SV9500 /SV9600. Voltage must be at least 19.5 VAC
YES
Check Transformer Line Voltage Supply
YES
Replace Igniter/ Flame Rod Assembly.
Main Valve opens?
NO
Replace Igniter/Flame Rod Assembly and retain. Restart Troubleshooting Sequence. Does main valve open?
Replace SV9500/ SV9600. Saved Igniter/Flame Rod Assembly for service.
YES
SYSTEM OK
YES
Discard old Igniter/ Flame Rod Assembly.

If your fireplace still does not operate correctly, consult your dealer or the manufacturer.

All service and repairs should be performed by a qualified agency.

All spare parts, optional fans, and optional trim finishes are available from your local dealer or the manufacturer.

Warranty

The Warranty

The Companies warrants the Montigo Gas Appliance to be free from defects in materials and workmanship at the time of manufacture. On the Montigo, there is a ten-year warranty on the firebox and its components, a five-year warranty on the main burner and pilot burner, and a one-year warranty on the gas control valve and fibre logs. Glass, plated/painted finishes, and refractory lining are exempt.

Remedy And Exclusions

The coverage of this Warranty is limited to all components of the Gas Appliance manufactured by The Companies.

This Warranty only covers Montigo Gas Appliances installed in the United States or Canada.

If the components of the Gas Appliance covered by this Warranty are found to be defective within the time frame stated (see The Companies right of investigation outlined below). The Companies will, at its option, replace or repair defective components of the Gas Appliance manufactured by The Companies at no charge, and will also pay for reasonable labour costs incurred in replacing or repairing components. If repair or replacement is not commercially practical, The Companies will, at its option, refund the purchase price of the Montigo Gas Appliance.

This Warranty covers only parts and labour as provided above. In no case shall The Companies be responsible for materials, components, or construction which are not manufactured or supplied by The Companies, or for the labour necessary to install, repair or remove such materials, components or construction. All replacement or repair components will be shipped F.O.B. the nearest The Companies factory.

Qualifications To The Warranty

The Gas Appliance Warranty outlined above is further subject to the following qualifications:

(1) The Gas Appliance must be installed in accordance with The Companies installation instructions and local building codes. The Warranty on this Montigo Gas Appliance covers only the component parts manufactured by The Companies. The use of components manufactured by others with this Montigo Gas Appliance could create serious safety hazards, may result in the denial of certification by recognized national safety agencies, and could be in violation of local building codes. This warranty does not cover any damages occurring from the use of any components not manufactured or supplied by The Companies

(2) The Montigo Gas Appliance must be subjected to normal use. The Gas Appliances are designed to burn gas only. Burning conventional fireplace fuels such as wood, coal or any other solid fuel will cause damage to the Gas Appliance, will produce excessive temperatures and will result in a fire hazard.

Limitations On Liability

It is expressly agreed and understood that The Companies sole obligation, and purchaser's exclusive remedy under this Warranty, under any other warranty, expressed or implied, or in contract, tort or otherwise, shall be limited to replacement, repair, or refund, as specified above.

In no event shall The Companies be responsible for any incidental or consequential damages caused by defects in its products, whether such damage occurs or is discovered before or after replacement or repair, and whether or not such damage is caused by The Companies negligence. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The duration of any implied warranty with respect to this Montigo Gas Appliance is limited to the duration of the foregoing warranty. Some states do not allow limitation on how long an implied warranty lasts, so the above may not apply to you.

Investigation Of Claims Against Warranty

The Companies reserves the right to investigate any and all claims against this Warranty and to decide upon method of settlement.

The Companies Are Not Responsible For Work Done Without Written Consent

The Companies shall in no event be responsible for any warranty work done without first obtaining The Companies written consent.

Dealers Have No Authority To Alter This Warranty

The Companies employees and dealers have no authority to make any warranties nor to authorize any remedies in addition to or inconsistent with those stated above.

How To Register A Claim Against Warranty

In order for any claim under this Warranty to be valid, The Companies must be notified of the claimed defect in writing or by telephone, as soon as reasonably possible after the defect is discovered. Claims against this Warranty in writing should include the date of installation, and a description of the defect.

Other Rights

Canadian Heating Products Inc. and/or Montigo DelRay Corp. reserves the right to make changes at any time, without notice, in design, materials, specifications, prices and also to discontinue colors, styles and products.

Notes

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